

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: November 15, 2002
Subject: System Event Notification

☒ Initial ☐ Update ☒ Closure

This Event Notification is sent to advise you that Qwest is experiencing trouble with the below system:

Ticket Number: 6088418 Ticket Severity: 3

Database Ticket: **1550288**

Event Onset Description of Trouble: CLECs who submit Act = T, Outside Move, LSRs with a DDDO earlier than DDD may receive a reject.

Time: 3:15 MTN

☐ AM ☒ PM

Business Impact: CLECs may be unable to submit Outside Move LSRs with DDDO earlier than DDD.

Date: 11/15/02

Work Around: CLECs need to submit an LSR with Activity = D – Disconnect for the existing service, then an LSR for Activity of N – New for the new address.

System/Application/

Process:

IMA-GUI – Release 11.0 only	<input checked="" type="checkbox"/>
IMA-EDI – Release 11.0 only	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: 06:00 MTN ☒ AM ☐ PM Date: 11/20/02

Event Closure Resolution: Trouble to be resolved in patch.

Time: 3:15 MTN

☐ AM ☒ PM

Date: 11/15/02

☒ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.